

## CIT Customer Service Report for the Telecommunications Branch



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 7:30:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
10 Digit Dialing	1	0	0	0	0	0	0	0	0	1	5
Circuits	0	0	0	29	0	0	1	0	0	28	0
Conferencing	11	0	0	4	0	0	1	4	0	10	8
Coverage	1	0	0	0	0	0	0	0	0	1	4
DELPRO	13	0	0	150	0	0	103	8	0	52	0
General Info	58	0	0	1	0	0	5	29	0	25	5
New Request/Termination	32	0	0	3	0	0	10	1	0	24	3
Operator Services	1	0	0	0	0	0	0	1	0	0	3
Phones/Accessories	24	0	0	16	0	0	7	10	0	23	3
Repair	10	0	0	0	0	0	4	0	0	6	5
Repairs	67	0	0	399	1	0	23	56	0	386	1
Training	12	0	0	0	0	0	2	8	0	2	5
TSR	48	0	0	508	0	0	160	45	0	351	1
User Change	4	0	0	0	0	0	2	0	0	2	4
Verizon Phone Book	1	0	0	0	0	0	0	0	0	1	11
Voice Mail	32	0	0	3	0	0	1	22	0	12	6
<b>Grand Total:</b>	<b>315</b>	<b>0</b>	<b>0</b>	<b>1113</b>	<b>1</b>	<b>0</b>	<b>319</b>	<b>184</b>	<b>0</b>	<b>924</b>	<b>1</b>

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AM

Total Tickets Closed:	1108
Total Tickets Assigned/Pending/Checked Out:	320
Total Tickets Created:	1428